



Commonwealth of Virginia
Virginia Information Technologies Agency

TTY/TDD DEVICES

Mandatory Use Contract for State Agencies

Date: December 4, 2003

Contract #: VA-010220-PT

Authorized Users: Commonwealth of Virginia state and local public bodies, institutions of higher education, state and local law enforcement agencies, fire and rescue agencies and other VDDHH-approved Virginia-based purchasers; including but not limited to, individual consumers who are deaf, hard of hearing, hearing-visually impaired or speech impaired and are domiciled in Virginia.

Contractor: POTOMAC TECHNOLOGY
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Rockville, MD 20850

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FIN: 39-1590513

Term: February 20, 2003 – February 19, 2004

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NOTES: Individual Commonwealth of Virginia employees are not authorized to purchase equipment or services for their personal use from this Contract.

For updates, please visit our Website at <http://www.asd.virginia.gov>

VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA): Prior review and approval by VITA for purchases in excess of \$100,000.00 is required for State Agencies and Institutions only.

TTY/TDD DEVICES

EXTRACT CHANGE LOG

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PRICE INFORMATION

1	Text Telephone with Printer and ASCII transmission modes (Specifications located in IFB section 2.1) Manufacturer: <u>Ultratec, Inc.</u> Model: <u>4425 w/ASCII</u>	<u>\$305.00</u>	<u>VA-010220-PT</u>
2	Not Awarded		<u>Not Awarded</u>
3	Large Visual Display TTY (Specifications located in IFB section 2.3) Manufacturer: <u>Ultratec, Inc.</u> Model: <u>Pro 80 LVD w/ASCII</u>	<u>\$488.95</u>	<u>VA-010220-PT</u>
4	Portable Text Telephone (Specifications located in IFB section 2.4) Manufacturer: <u>Ultratec, Inc.</u> Model: <u>Compact Cellular</u>	<u>\$255.00</u>	<u>VA-010220-PT</u>
5	Amplified Telephone (Specifications located in IFB section 2.5) Manufacturer: <u>Ultratec, Inc.</u> Model: <u>Crystal Tone Line Powered Phone</u>	<u>\$56.00</u>	<u>VA-010220-PT</u>
6	<u>DELETED</u>		
7	Text Telephone with Built-in Voice Carry Over/Hearing Carry Over Capabilities (Specifications located in IFB section 2.7) Manufacturer: <u>Ultratec, Inc.</u> Model: <u>Uniphone 1140</u>	<u>\$203.00</u>	<u>VA-010220-PT</u>

8	<u>DELETED</u>		
9	<u>DELETED</u>		

SPECIFICATIONS

2.1 Text Telephone with Printer and ASCII transmission modes

- **Code Compatibility** – The device shall be capable of operating using Baudot code at 45 and 50 baud, Turbo Code (existing Virginia Relay contract service) and ASCII mode at 300 baud. The unit shall have automatic detection with automatic switching to proper code when establishing a session with another unit
- **Display** – The device shall have a built-in LED or LCD display capable of displaying a minimum of 20 alphanumeric characters in a single line. Unit shall have ability to transmit and receive in upper and lower case characters.
- **Printer** – The device shall be equipped with a built-in printer that allows user to produce hard copy of text conversations. The printer shall have capability of manual deactivation by the user. The printer shall have ability to print in normal, bold, and wide print. Equipment must be delivered with one roll of paper for printing.
- **Connection Capability** – The device shall be equipped with RJ-11 jack for direct connect to telephone line. With this direct connect capability, the TTY shall allow telephone numbers to be dialed from the unit's keyboard. The feature shall work for both DTMF and pulse dial lines. TTY shall be equipped with dual jack capability to attach additional telecommunications equipment, such as an external alerting device. TTY shall have built in announcer to identify presence of a TTY when originating or receiving a call.
- **Power Capability** – The device shall have AC adapter and rechargeable batteries. AC adapter cord shall be at least 4 feet in length.
- **Auto-answer (answering machine)** – The device shall have the capability of automatically answering an incoming TTY call and transmitting a pre-programmed message to the TTY caller. The device shall save and print text information received through auto-answer. The device shall also have the capability to retrieve messages remotely.
- **Memory** – The device shall have memory capacity of at least 8K that can be used for saving and sending messages; saving conversations; saving telephone numbers; and resending messages and conversations.

2.2 Text Telephone with Printer and ASCII transmission modes (Basic Model)

- **Code Compatibility** – The device shall be capable of operating using Baudot code at 45 and 50 baud, Turbo Code (existing Virginia Relay contract service) and ASCII mode at 300 baud. The unit shall have automatic detection with automatic switching to proper code when establishing a session with another unit.
- **Display** – The device shall have a built-in LED or LCD display capable of displaying a minimum of 20 alphanumeric characters in a single line. Unit shall have ability to transmit and receive in upper and lower case characters.
- **Printer** – The device shall be equipped with a built-in printer that allows user to produce hard copy of text conversations. The printer shall have capability of manual deactivation by the user. The printer shall have ability to print in normal, bold, and wide print. Equipment must be delivered with one roll of paper for printing.
- **Connection Capability** – The device shall be equipped with RJ-11 jack for direct connect to telephone line. With this direct connect capability, the device shall allow telephone numbers to be dialed from the unit's keyboard. The feature shall work for both DTMF and pulse dial lines. The device shall be equipped with dual jack capability to attach additional telecommunications equipment, such as an external alerting device. The device shall have built in announcer to identify presence of a TTY when originating or receiving a call.
- **Power Capability** – The device shall have an AC adapter and rechargeable batteries. AC adapter cord shall be at least 4 feet in length.

2.3 Large Visual Display TTY

- Code compatibility – The device shall be capable of operating using Baudot code at 45 and 50 baud, Turbo Code (existing Virginia Relay contract service) and ASCII mode at 300 baud. The unit shall have automatic detection with automatic switching to proper code when establishing a session with another unit.
- Visual Display – The device shall have a built-in large visual display that displays large sized alphanumeric characters for easy reading by persons with visual disabilities. The alphanumeric characters shall be minimally ½ inch in height.
- Printer – The device shall be equipped with a built in printer. Equipment must be delivered with one roll of paper for printing.
- The device shall have the ability for direct connect to telephone line.
- The device shall include built-in answering machine capability.
- Power source – The device shall have an AC power (charger) with battery back up for large display TTY.
- Weight - The weight of the large visual display device shall not exceed 5 pounds.

2.4 Portable Text Telephone

- **Code Compatibility** – The device shall be capable of operating using Baudot code at 45 and 50 baud, Turbo Code (existing Virginia Relay contract service) and ASCII mode at 300 baud. The unit shall have automatic detection with automatic switching to proper code when establishing a session with another unit. The device shall have a built in announcer to identify presence of a TTY when originating or receiving a call.
- **Connectivity** – The device shall have built-in cellular/cordless compatibility. (for example: 2.5 mm jack as compatible with hands-free features on cellular/cordless telephones.)
- **Display** – The device shall have a built-in LED or LCD display capable of displaying a minimum of 20 alphanumeric characters in a single line. Unit shall have ability to transmit and receive in upper and lower case characters.
- **Power Capability** – The device shall have an AC adapter and rechargeable batteries. AC adapter cord shall be at least 4 feet in length.
- **Memory** – The device shall have memory capacity of at least 8K that can be used for saving and sending messages; saving conversations; saving telephone numbers; and resending messages and conversations.
- **Size** – The device shall not be larger than 10"x5"x2", nor weigh more than 2 pounds.

2.5 **Amplified Telephone**

- Amplified telephone shall be hearing aid compatible including built-in amplification at a minimum of 30 dB.

Requirements:

- Single-line telephone
- Hearing aid compatible handset
- Adjustable volume control of incoming voice (no less/ no more than 20dB – 50dB)
- Adjustable tone control of incoming voice
- 3.5 mm Audio output jack for use with assistive listening devices
- Auto amplifier shut off when you hang up the telephone with automatic reset by pressing amplifier button
- Visual indicator for amplification “on”
- Ringer Volume Control (85dB+)
- Ringer Tone Control
- Visual Ringer
- Big button keypad
- One touch memory dial for 911, fire, police
- Desk or wall mount
- Tone/Pulse switch
- Include 5 foot telephone line cord
- FCC Registration
- Weight not to exceed 3 lbs.
- Phone line powered
- Selectable outgoing voice amplification

2.6 Voice Carry Over Telephone

The device shall include at a minimum, the following requirements:

- Minimum 20 dB Amplified telephone with text screen (no text telephone keyboard)
- Hearing aid compatible handset
- Volume control loud ringer
- Visual cue for ring flasher
- Answering machine for text messages
- Amplifier for incoming voice with tone control
- Preprogram feature for Relay number for voice carry over
- Preset text message for initiating VCO calls (call setup)
- Lighted screen for character display. Minimum 20 character display. Character height minimum $\frac{1}{4}$ inch.
- Power Supply: AC adapter with battery back-up
- Weight not to exceed 4 pounds

2.7 Text Telephone with Built-in Voice Carry Over/Hearing Carry Over Capabilities

The device shall have the functional capability to serve as conventional telephone, voice carry over phone, hearing carry over phone and text telephone.

- **Code Compatibility** - The device shall be capable of operating using Baudot code at 45 and 50 baud Turbo Code (existing Virginia Relay contract service) and ASCII mode at 300 baud. The unit shall have automatic detection with automatic switching to proper code when establishing a session with another unit.
- **Display** – The device shall have a built-in LED or LCD display capable of displaying a minimum of 20 alphanumeric characters in a single line. Unit shall have ability to transmit and receive in upper and lower case characters.
- **Connection Capability** - The device shall be equipped with RJ-11 jack for direct connect to telephone line. With this direct connect capability, the device shall allow telephone numbers to be dialed from the unit's keyboard. The feature shall work for both DTMF and pulse dial lines. The device shall be equipped with dual jack capability to attach additional telecommunications equipment, such as an external alerting device. The device shall have a built in announcer to identify presence of a TTY when originating or receiving a call. The device shall have handset for regular voice telephone functions.
- **Power Capability** - The device shall have an AC adapter and rechargeable batteries. AC adapter cord shall be at least 4 feet in length.
- **Auto-answer (answering machine)** - The device shall have the capability of automatically answering an incoming TTY call and transmitting a pre-programmed message to the TTY caller. The device shall save text information received through auto-answer. The device shall also have the capability to retrieve messages remotely.
- **Memory** - The device shall have memory capacity of at least 8K that can be used for saving and sending messages; saving conversations; saving telephone numbers; and resending messages and conversations

2.8 Dual Function Signaler

The device shall include at a minimum, the following requirements:

- Visual alerting - Single unit shall activate a flashing light upon detecting the ringing of an incoming telephone call or the activation of the wireless doorbell (included.) The flashing light may be produced from a built-in source; or the signaler may activate a flashing of an external light, such as a lamp.
- Telephone Interface - The signaler shall connect with the telephone line via a modular connection. The unit shall connect to a telephone/TTY using a RJ-11 jack.
- Doorbell - Wireless doorbell shall be powered by a standard “AAA”, “AA”, “9volt” or similar alkaline battery. The initial battery shall be provided at no additional cost, and shipped with the unit.
- Power Supply - The signaler may operate on telephone line power or from AC outlet. If AC power is used, device shall be equipped with a power cord no less than 4 feet in length. (Doorbell power - see ‘Doorbell’.)

2.9 Multi-function Signaler

The device shall have functional capabilities to serve as an alarm clock, alert to telephone, and alert to doorbell at a minimum. The device shall come with a wireless remote signaler unit and wireless doorbell.

At a minimum, the unit shall have the following capabilities:

- Signaling options - The device shall distinguish between different sources of sound, including, but not limited to; telephone, doorbell, and alarm clock and shall activate a flashing light AND a tactile signaler (shaker/vibrator) to alert which source has been triggered. The flashing light may be produced from a built-in source; or the signaler may activate a flashing of an external light, such as a lamp. Tactile signaler (shaker/vibrator) shall be included in the unit.
- Telephone Interface - The device shall connect with the telephone line via a modular connection. The device shall connect to a telephone/TTY using a RJ-11 jack.
- Doorbell - Wireless doorbell shall be powered by a standard “AAA”, “AA”, “9volt” or similar alkaline battery. The initial battery shall be provided at no additional cost, and shipped with the unit.
- On/Off Control - The device shall be equipped with an “on/off” switch to turn auxiliary lamp on for use. The device shall also be equipped to deactivate the signaling unit with “on/off” without having to disconnect the telephone line or power source.
- Power Supply - The device may operate on telephone line power or from AC outlet. If AC power is used, device shall be equipped with a power cord no less than 4 feet in length. (Doorbell power - see “Doorbell”)

ORDERING INSTRUCTIONS

1. Equipment Orders for VDDHH-TAP Approved Individuals

Equipment orders, for VDDHH-TAP approved individuals, will be submitted directly to the Contractor by the individual or the VDDHH-TAP Manager. Each order submitted will include a VDDHH issued **Technology Assistance Program (TAP)** coupon that reflects the eligibility status of the individual. VDDHH-TAP will issue only two types of coupons. A description of each is as follows:

- 1.1. The “Technology Assistance Program Payment (TAPPAY)” coupon will be issued to individuals for whom a portion, or all, of the cost to purchase the requested item(s) will be paid by the applicant. The TAPPAY coupon will specify the following:
 - Dollar amount to be paid by VDDHH-TAP
 - Consumer’s name, address, and telephone number
 - Coupon number
 - Coupon expiration date
 - Space for Contractor redemption date
 - Type and/or identification code of item ordered
 - Consumer signature and date blocks
 - Contractor signature, date, and equipment serial number blocks
 - VDDHH-TAP authorization and date blocks
- 1.2. The “Technology Assistance Program Free (TAPFREE)” coupon will be issued to the Contractor on behalf of individuals for whom the total cost to purchase the required item(s) will be paid by VDDHH-TAP. A TAPFREE coupon will be transmitted from VDDHH-TAP to the Contractor via mail or facsimile machine, and will include the following information”
 - Consumer’s name
 - Consumer’s shipping address
 - Coupon number
 - Coupon expiration date
 - Type and/or identification code of item ordered
 - Contract price of item ordered
 - Contractor’s signature, date, and equipment serial number blocks
 - VDDHH-TAP signature and date blocks
- 1.3. All Text Telephones distributed in conjunction with a TAPPAY or TAPFREE coupon shall be labeled with a non-removable label that indicates that the device was provided via the Virginia Department for the Deaf and Hard of Hearing – Technology Assistance Program.

2. Equipment Orders from state agencies, institutions of higher education and other public bodies

Applicable departments, institutions of higher education and other public bodies may order by one of the following methods:

- Issuing agency purchase order. (Local government entities will order items by issuing their own official purchase orders)
- Verbal order (for orders valued under \$5,000): Local control number must be provided by the authorized ordering official. Control number must appear on the Contractor's invoice.
- Charge card: The Commonwealth has an ordering and payment process under contract with American Express (AMEX). Each order must not exceed \$5,000.00. AMEX will make payment to the Contractor by within three (3) business days. The Contractor is encouraged to accept this method of receiving orders.

3. Duplicate orders

The Contractor shall make a reasonable effort to identify VDDHH-TAP consumers that have received VDDHH-TAP equipment more than once during the life of the contract. If such duplication is found, the Contractor shall first determine if the coupon has a special eligibility code identifying the consumer as being eligible to receive additional equipment. If there are no special codes on the coupon, the Contractor shall notify the VDDHH-TAP Manager immediately via facsimile transmission for approval to disseminate the equipment. Examples of the special eligibility codes are as follows:

- XXXXXN: New, First-time applicant.
- XXXXXE: Exchange of equipment due to deterioration of hearing or vision.
- XXXXXR: Replacement of equipment due to "natural disaster" damage.
- XXXXXI: Incompatible equipment exchange.
- XXXXXF: Four year renewal allowance
- XXXXXC: Continuance – applicant has requested a reissue or change in equipment selection.
- XXXXXT: Third renewal applicant

4. Training

Upon receipt of a written request from VDDHH, the Contractor shall provide training within the Commonwealth of Virginia, to VDDHH and other VDDHH-approved individuals on the proper set-up and usage of the selected equipment. The frequency of requests for training will not exceed three (3) requests per each year of the contract. All training-related expenses shall be the sole responsibility of the Contractor.

5. Delivery Requirements

- 5.1 Delivery shall be made within 14 calendar days after receipt of a properly executed purchase order from a Commonwealth of Virginia state agency, institution of higher education or other public body or a properly executed TAPPAY coupon and check or money order from a VDDHH-TAP approved individual that together cover the total cost of the item ordered, or a properly executed TAPFREE coupon issued by VDDHH on behalf of a VDDHH-TAP approved individual.

- 5.2 The Contractor shall obtain written confirmation of the delivery of all items to TAPPAY and TAPFREE consumers. The confirmation of receipt shall include the following information:
- Consumer's name, address and telephone number
 - TAPPAY or TAPFREE coupon number
 - Shipment date(s) of item(s)
 - Serial number(s) of item(s) delivered
 - Signature of VDDHH-TAP approved consumer, or parent or legal guardian, if approved consumer is a minor and date on which item(s) were signed for.
- 5.3 The Contractor shall notify the VDDHH-TAP Manager, via facsimile transmission, of any unauthorized changes made to TAPPAY or TAPFREE coupons. The Contractor shall obtain approval from the VDDHH-TAP Manager prior to dissemination of equipment for such coupons.
- 5.4 Generally, delivery of the item(s) shall be within the Commonwealth of Virginia; however, the VDDHH-TAP Manager must approve, in advance and in writing, all shipments to locations outside of the state. Additionally, the Contractor shall not ship items purchases with TAPPAY or TAPFREE coupons to our of state addresses unless prior approval has been granted in writing by the VDDHH-TAP Manager.

6. Contractor Invoices

- 6.1 The Contractor must provide an individual to function as the single point of contact for all billing matters pertaining to the Contract as a result of this solicitation. A person to function as a backup contact must also be assigned to address accounting billing matters during times when the primary contact is unavailable. At or before the time the contract is executed, the intended Contractor must provide the names, addresses, and voice and facsimile telephone numbers for the contact and backup persons for billing matters.
- 6.2 To receive payment for item(s) delivered to purchasers other than VDDHH-TAP individual consumers, the Contractor shall directly invoice the originator of the purchase order. The invoices shall include, at a minimum:
- Contract number
 - Ordering entities purchase order number
 - Type and/or identification code
 - Serial number for the device

VDDHH will not honor invoices for item(s) procured by any state agency or local public body, other than itself.

- 6.3 The Contractor shall invoice VDDHH-TAP only for its designated portion of the cost of the item(s) procured by approved individuals using the TAPPAY coupon. The amount to be paid by VDDHH shall be noted in the “Valid Amount” space on the TAPPAY coupon. The Contractor’s invoice shall be submitted with the properly filled-in TAPPAY coupon and the consumer’s signed confirmation of receipt attached. Invoices will not be honored if the TAPPAY coupon has not been signed by the consumer or his/her parent or legal guardian, if a minor, or if the Contractor has not signed and dated the coupon, or provided the type and/or identification code and serial number for the delivered device; or provided the consumer’s signed confirmation of receipt. VDDHH will in no instance pay the Contractor more than the amount listed in the “Valid Amount” space on the TAPPAY coupon.
- 6.4 VDDHH-TAP shall be invoiced for the entire cost of the item(s) ordered for approved individuals by VDDHH-TAP using the TAPFREE coupon. The Contractor’s invoice shall be submitted with the TAPFREE coupon and the consumer’s signed confirmation of receipt attached.

Invoice will not be honored if the Contractor has not signed and dated the TAPFREE coupon; or provided the type and/or identification code and serial number for the delivered device; or provided the consumer’s signed confirmation of receipt. VDDHH will in no instance pay the Contractor more than the amount listed in the “Valid Amount” space on the TAPFREE coupon.

7. Warranty Service Organizations and Customer Service Facilities

Warranty Service:

Ultratec National Service Center
5901 Research Park Blvd
Madison, WI 53719
800-482-2424 (8:00AM – 5:00PM CT)

Customer Service:

Potomac Technology
One Church Street
Suite 101
Rockville, MD 20850
800-433-2838 (9:00AM – 5:00PM EST)